



BRIGHAM AND
WOMEN'S HOSPITAL

Guide to Your Day Surgery



Welcome to Brigham and Women's Hospital



HARVARD
MEDICAL SCHOOL
TEACHING AFFILIATE

Welcome to Brigham and Women's Hospital

Thank you for choosing Brigham and Women's Hospital. As a major teaching hospital for Harvard Medical School, Brigham and Women's Hospital is considered one of the best in the nation and is continuously recognized for quality and safety, and the innovative care that we provide.

Our patient- and family-focused care involves you and your loved ones as active members of our team, discussing with you the information you need to help make the best decisions.

Along with the exceptional care we provide, we strive to discover new technology and treatments through ongoing medical research. This knowledge and experience helps us to do everything possible for our patients.

Day Surgery at Brigham and Women's Hospital is a special unit designed to meet the needs of patients who have surgery and return home the same day. Although you will only be with us for a short time, our staff will make sure that your experience is as comfortable as possible. To better prepare you for your day surgery, I encourage you to read through this guide, which provides detailed information for you, your family and your friends.

We honor the trust you place in us and wish you a comfortable and healing stay at Brigham and Women's Hospital.

*Elizabeth G. Nabel, MD
President*



*Elizabeth G. Nabel, MD
President*

One of America's Best Hospitals

For 18 consecutive years, Brigham and Women's Hospital has been named on the U.S. News & World Report® Honor Roll of "America's Best Hospitals."

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Visit www.brighamandwomens.org to learn more about the care and treatment you will receive at Brigham and Women's Hospital.

Before Your Day Surgery

Preoperative Evaluation (617) 732-7484

If you are having surgery or a procedure, you are likely to have a number of tests and visits. You will be scheduled for a visit to the Roberta and Stephen R. Weiner Center for Preoperative Evaluation or a preoperative telephone assessment, as instructed by your doctor.

The Weiner Center is located near the 45 Francis Street entrance across from Ambulatory Services and the Center hours are: Monday, Tuesday, Thursday and Friday, 7 a.m. – 5 p.m.; Wednesday, 9 a.m. – 5 p.m. (the last scheduled appointment time is 3:45 p.m.)

Preoperative Appointment

Your doctor's office will let you know:

- the date and time of your preoperative appointment;
- the date and time of your surgery or procedure;
- other instructions you will need for your surgery.

Your appointment:

- will last one to three hours based on waiting time and specific examinations required;
- will include a physical examination, if you have not had one.

The Center provides:

- information and instruction from doctors, nurses, and other health care professionals;
- blood tests, x-rays, urine testing and EKGs;
- preoperative history-taking and physical examination;
- consultation about your anesthesia choices.

Important Point:

- Be sure to bring with you a list of medications you are currently taking.

Preoperative Telephone Assessment

When medically appropriate, the preoperative visit to the hospital is replaced by a telephone



assessment. If your physician determines that you meet the guidelines, a registered preoperative nurse will call you before your scheduled procedure date. If you have any questions regarding a telephone assessment, please call (617) 525-7024.

Preparation for Day Surgery

It is important that you follow these guidelines in preparing for day surgery:

On the business day before surgery:

- please confirm your arrival time and surgery time by calling (617) 732-7324 between 3 p.m. and 6 p.m. If you are scheduled for surgery on a Tuesday after a Monday holiday, please call to confirm your times on Friday.

On the night before surgery:

- do not eat anything after midnight or your surgery will be cancelled. This includes candy, gum, vitamins, etc.;

- you are allowed to drink water up to four hours before your scheduled time of surgery, unless instructed otherwise. If you continue to drink after that time, your surgery will be cancelled. The only exception is if your doctor instructs you to take a medication with a small amount of water.

On the day of surgery:

- you may brush your teeth or use mouthwash, but be careful not to swallow any toothpaste or mouthwash;
- do not eat anything. Unless instructed otherwise, you may drink water up to four hours before your scheduled time of surgery;
- please be sure to remove all jewelry before coming to the hospital;
- do not smoke;
- you must have a responsible adult escort you home if you are having any type of sedation or anesthesia. Your surgery will be cancelled if you do not have an escort home. If there is an exception to this, you will be notified by your surgeon or nurse.

Financial Arrangements (617) 732-4087

The staff at the Sharf Admitting Center:

- will routinely confirm your insurance coverage and financial arrangements for your day surgery;
- may call to alert you about specific requirements of your health insurance plan, and/or to request further information from you;
- will notify you of any payment you must bring with you to the hospital, such as a co-payment or deductible, depending on the type of insurance you have.

Uncompensated Care

Brigham and Women's Hospital provides assistance in applying for government-funded financial assistance programs such as Health Safety Net (Free Care) and MassHealth (Medicaid). Health Safety Net is available to

Massachusetts residents who meet the income guidelines, are not receiving Medicaid and either:

- have no health insurance, or;
- have limited health insurance.

If you have any concerns about paying for all or part of your medical care, please call our Patient Accounts Department at (617) 732-4087.

Important Points:

- Please understand that you are ultimately responsible for payment of any service not covered by your insurance plan.
- Some plans require you to get a second surgical opinion or prior approval before you are admitted to the hospital. Please check with your health insurance provider in advance to see what may be required.
- Patients without insurance may be asked for a cash deposit. The estimated deposit is based on charges of patients with similar procedures and diagnoses. Brigham and Women's Hospital accepts most major credit cards.

Advance Directives (Living Wills and Health Care Proxies)

Patients and their families often have questions about health care proxies and living wills. These legal documents:

- describe your wishes about the type of medical care you would want to receive if you were unable to make those decisions for yourself;
- contain the name of the person you chose to make decisions if you cannot make them yourself.

Important Points:

- Please ask your primary care physician to discuss these documents with you.
- Please bring a copy of your living will and health care proxy with you to the hospital.
- You can download forms from our website at www.brighamandwomens.org/livingwills.

For additional information and forms, please call the Admitting staff at (617) 732-7453.

Items to Bring from Home

To avoid losing any important belongings, please bring only the essentials, such as:

- a list of your current medications;
- books or magazines;
- insurance cards;
- a copy of your advance directives (living will/health care proxy);
- a small amount of money for newspapers and other incidentals.

Important Points:

- The hospital cannot be responsible for your personal belongings.
- Please label eyeglasses, hearing aid cases or similar items with your name.
- It is important that you leave large amounts of cash, all jewelry, all charge cards, check-books, personal papers and other personal valuables at home.
- Bring only the medications that your doctor instructs you to bring.

When You Arrive

Arrival and Parking

Valet parking is available at each hospital entrance – 15 Francis Street, 45 Francis Street, and 75 Francis Street. You also may self-park at the 80 Francis Street Servicer Center Garage. More parking details, including hours of operation and fees, can be found at

brighamandwomens.org/parking.

Checking in for Your Day Surgery

From the 75 Francis Street entrance, go down one floor to L1 via the Amory elevators and follow the signs to the Day Surgery Unit.

Upon arrival:

- please register with the secretary in the Day Surgery Patient Check-in/Family Waiting Room where family members and friends may wait during your surgery.

Before your surgery, you will meet with the registered nurse, who will:

- check your temperature, pulse, and blood pressure;
- address any questions or concerns you have at this time;
- will ask you to change into your hospital gown.



Important Point:

- Occasionally, emergency cases arise which can cause unplanned changes in the operating room schedules. In these cases, you may experience a wait from a few minutes to several hours. These delays are unexpected and cannot be prevented. We apologize in advance for any wait you may experience and ask for your patience.

Your Surgery

When it is time for your surgery, you will:

- be directed to the preoperative area where you will meet your anesthesiologist and the rest of your medical team;
- have an intravenous line started to administer fluids and medication during your procedure;
- have a wide, loose strap placed across your legs for safety once you are moved onto the operating room bed.

Important Points:

- A coordinator is available to you and your family members throughout the day for updates on your schedule and progress.
- If you are chilly when you are brought into the air-conditioned OR, do not hesitate to ask for a blanket.

Anesthesia

You will have one of the following types of anesthesia during your day surgery:

- **General Anesthesia:** You will be completely asleep during your procedure. The anesthesiologist may have you breathe oxygen by placing a mask over your nose and mouth. You may notice a strange odor during this procedure, which is caused by the mask and tubing. Medication will be administered either through your intravenous line or through your mask, which will help you to drift off to sleep almost immediately.
- **Spinal/Epidural Anesthesia:** The lower part of your body will be numbed.
- **Regional Anesthesia:** A specific region of your body will be numbed.
- **Local Anesthesia:** The area directly around the site will be numbed. If you are having spinal/epidural, regional or local anesthesia, the anesthesiologist will describe what you will be feeling, as he or she numbs a specific part of your body.



With these choices you also can receive:

- Sedation – you will be given relaxing drugs that make you comfortable and drowsy, but you will not be completely asleep.

After Surgery

When the surgery is over, you:

- will spend time in the recovery room waking up and being monitored;
- may be wearing an oxygen mask;
- will be monitored by a nurse who will frequently take your blood pressure and vital signs.
- should ask the nurse for the medicine your doctor has ordered for you, if you are in pain.

After this first phase of recovery:

- the nurse will then help you into a reclining chair, where you may have something to eat and drink;
- your family will then be called in to stay with you until you are discharged.

Important Point:

- Please keep in mind that recovery time varies from patient to patient, so it may be an hour or more until your family can visit you.

Before Discharge

Prior to discharge:

- your nurse will explain your discharge instructions and answer any questions you may have;
- you also will receive a written copy of these instructions;
- patients usually spend between one and four hours in the Recovery Area, depending on the operation and the type of anesthesia used.

Returning Home

When you leave the hospital, you should expect:

- to be awake enough to go home, but plan to continue resting at home.
- you probably will not feel up to doing much for the rest of the day or longer, depending on your type of surgery – remember that you are going home to recover.

You may contact a nurse after your discharge to discuss any questions or concerns you may have. Day Surgery nurses are available for questions Monday through Friday, 6 a.m. – 8 p.m. Day Surgery Unit and emergency telephone numbers are provided to patients with their discharge instruction sheets.

The following are normal after-effects of day surgery and do not require medical attention:

- generally not feeling well;
- surgical pain;
- muscle aches;
- drowsiness;
- sore throat.

Other after-effects of day surgery may include headache, dizziness, nausea, vomiting, and mouth or jaw pain. These are all normal after-effects and are not cause for alarm. Most patients experience some of the above after-effects of surgery for one to three days following

When you are ready to be discharged:

- you will be escorted to the main entrance at 75 Francis Street by a Day Surgery staff member;
- The valet service or a family member or friend may retrieve your car.



surgery. Some patients experience no after-effects, while others are uncomfortable for a longer period of time.

The following are after-effects that may require medical attention. You should contact your physician immediately if you experience:

- severe pain;
- unexplained/unusually heavy bleeding;
- persistent vomiting or inability to tolerate

liquids for more than one night;

- temperature of 100.4 degrees or greater.

If you are unable to contact your physician, and you are experiencing severe symptoms, please go to the Emergency Room closest to you. Please speak with your physician for more specific guidelines on after-effects.

Follow-up Medical Care

You will receive home-care instructions upon your discharge, and your doctor will specify any follow-up care you may need. All patients who received anesthesia will receive a follow-up phone call by a Day Surgery nurse one to two days after surgery. If your surgery is on a Friday, you will be called on Monday.

Promoting a Healthy Environment

We make every effort to maintain a healthful and secure environment for you, your family, and our staff. Therefore, the hospital is a non-smoking institution with restrictions on tobacco use and does not permit patients to use or have in their possession alcohol or drugs that a physician does not prescribe for medical treatment.

Important Points:

- Alcohol use is not permitted.
- Brigham and Women's Hospital is a non-smoking institution.

- Patients may smoke only with a written order from their doctor, and only in one of the designated smoking shelters.
- Visitors are not permitted to smoke at all while in the hospital or on hospital property.
- Brigham and Women's Hospital has a Fragrance-free Policy – please avoid using scented products.

Hospital Resources and Services

ATMs

Automatic teller banking machines are located:

- on the first floor of the Tower Building next to the set of stairs off the main lobby;
- in the Ambulatory Services Building Cabot Atrium;
- on the second floor of the Carl J. and Ruth Shapiro Cardiovascular Center.

Blood Donation – (617) 732-6620

Brigham and Women's Hospital allows patients who need transfusions to either donate their own blood (autologous donation) or select another person to be their donor (directed donation).

Prior to donating, all donors must:

- feel well and be in good general health;
- be at least 17 years of age;
- weigh at least 100 pounds;
- eat and be hydrated, prior to donation, with non-alcoholic and non-caffeinated beverages;
- be of the same blood type as the recipient.

We also ask you to encourage your family and friends to make non-directed blood and platelet donations.

Volunteers interested in donating blood should call (617) 732-6620 and volunteers interested in donating platelets should call (617) 632-3206.

Ethics Consultation Service – (617) 732-8590

When serious illness is involved, making medical treatment decisions for yourself or a loved one can be difficult and sometimes overwhelming. Members of the Ethics Consultation Service are available to consult with patients, families and staff who face serious decisions about appropriate treatment and care.

Family and Visitor Areas

- *The Robert and Ronnie Bretholtz Center for Patients and Families (617) 732-6636*, provides support and information for family and friends. The Center also offers recreational items for patients to borrow including books, magazines, puzzles, games, and playing cards. The Center is located behind the 75 Francis Street information desk.
- *Michele and Howard Kessler Health Education Library (617) 732-8103*, located in the Bretholtz Center, provides patients and their families with up-to-date resources – including internet access – and staff support



to better understand their health issues or those of a loved one.

- *The Family Liaison/Waiting Area (617) 732-7440*, located in the Bretholtz Center, is a comfortable waiting area for families and friends of patients undergoing surgery or other procedures. The staff in the Family Liaison area can provide you with up-to-date information on the patient in terms of progress of surgery, admission and other details. The staff keeps in contact with the surgeon and keeps track of the name and location of the people to be notified when the patient's procedure is completed.
- *The Blum Patient/Family Resource Center (617) 632-5570*, located off the main Lobby at Dana-Farber Cancer Institute, provides information to Dana-Farber/Brigham and Women's Cancer Center patients and their families on cancer care and support services, computers with internet access, and a lending library of books and videotapes.
- *The Shapiro Family Center (857) 307-1251*, located on the second floor of the Carl J. and Ruth Shapiro Cardiovascular Center provides support and information for families and friends who are waiting for loved ones having a cardiovascular surgery or procedure.





Gift Shop and Flowers

Shop on the Pike - (617) 732-7445

Floral counter - (617) 732-7878

Shop on the Pike, located up the escalators from the 75 Francis Street Lobby on the second floor mezzanine, offers a full-service florist and a wide selection of merchandise including flowers, balloons, greeting cards, toys, logo apparel, magazines, and a huge selection of gifts for every occasion. Visa, MasterCard and American Express are accepted. Shop on the Pike is open weekdays between 7 a.m. and 7 p.m., and on weekends between 11 a.m. and 5 p.m. and you can order flowers by phone for patients in the hospital.

Interpreter Services – (617) 732-6639

We are committed to communicating clearly and thoroughly with all patients about the care we provide. If you need an interpreter while in for day surgery, you can receive this service at no cost for you.

Newspapers

Newspapers, including the *Boston Herald*, *Boston Globe*, *New York Times*, and *USA Today*, are available at stands in the main lobby.

Notary Public – (617) 732-6636

A notary public can authorize important documents regarding:

- power of attorney;
- living wills;
- banking statements;
- absentee voting.

Parking

Parking in the Longwood Medical and Academic Area can be difficult due to heavy traffic. We suggest that you leave extra time to park when coming to the hospital.

For Patients

Valet parking is for patient use only and is available at all three of the hospital's Francis Street entrances – 15 Francis Street, 45 Francis Street, and 75 Francis Street. The 75 Francis Street entrance offers full valet services 24 hours-a-day, seven days-a-week. Valet service at 15 and 45 Francis Street is available Monday through Friday, from 6 a.m. – 6 p.m.

Handicapped parking is available at 45 Francis Street, and any patient may self-park at the 80 Francis Street ServiCenter Garage, located at the corner of Brookline Avenue and Francis Street.



For Visitors

Visitors may park in the 80 Francis Street ServiCenter Garage, located at the corner of Brookline Avenue and Francis Street.

Please call the Parking Office at (617) 732-5877 with any questions, including information about parking rates or visit brighamandwomens.org/parking.

Patient and Family Relations – (617) 732-6636

The Patient and Family Relations staff provide a wide range of services to make your experience at the hospital as comfortable as possible. The staff coordinates special service requests including:

- providing general information about hospital policies, procedures and services;
- documenting and addressing patient and family compliments and concerns;
- offering assistance for patients and families seeking area accommodations or community resources;
- coordinating any special needs that you or your family may have.

TTY Machines – (617) 732-6458

The hospital provides portable devices (TTY machines and amplified handsets) for hearing impaired patients.

Website

www.brighamandwomens.org

For more about Brigham and Women's Hospital, our services, quality measurements, physician directory, directions, health library, and more, visit our website.



Patient Confidentiality and Medical Records

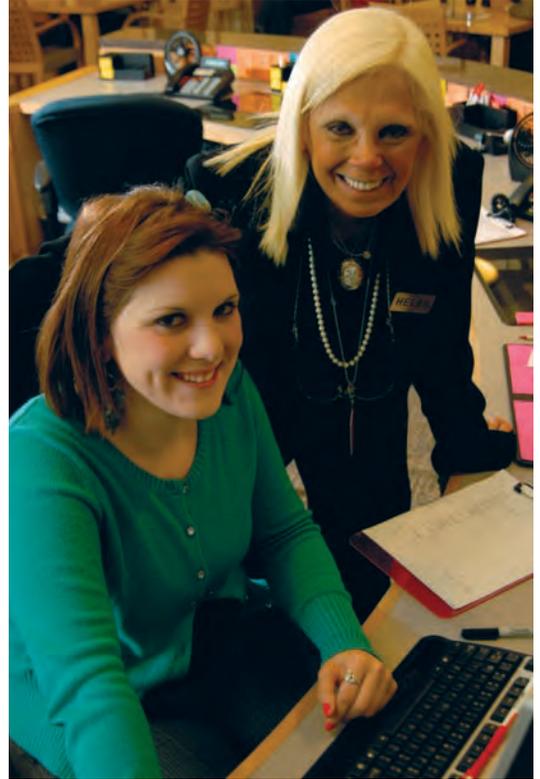
Brigham and Women's Hospital is committed to providing patients with high quality health care and to forming relationships that are built on trust. That means respecting patient privacy and confidentiality of medical information. We protect patients' privacy and confidentiality rights through policies and procedures that allow access to personal and medical information only for legitimate purposes that support treatment, payment, and health care operations. Our policies and procedures are in accordance with the Health Insurance Portability and Accountability Act (HIPAA).

You may contact the Admitting staff at (617) 732-7453 to request a copy of "*Partners HealthCare Notice for Use and Sharing of Protected Health Information*" that describes in detail how medical information about you may be used and shared.

These policies conform to state and federal laws and are designed to safeguard your privacy. For more information on getting a medical record release form, please call Health Information Services at (617) 732-6469.

In addition, certain patient information is further restricted by law, such as:

- communications between a patient and psychotherapist;
- sexually transmitted disease test results or visit notes;
- substance abuse rehabilitation treatment records;
- sexual assault treatment records.



Patient Rights and Responsibilities

Your Rights as a Patient

Federal and state laws provide for specific patient rights. At Brigham and Women's Hospital, we recognize our responsibility to respect these rights as well as to inform you of them. The following summarizes both federal law and the Massachusetts Patients' Bill of Rights.

- You have the right to obtain the name and specialty of the doctor or other person responsible for your care.
- You have a right to confidentiality of all records and communications concerning your medical history and treatment to the extent provided by law.
- You have the right to participate in the development and implementation of your plan of care.
- You have the right to have a family member or representative of your choice and your own physician notified of your admission to the hospital.
- You have a right to a prompt response to all reasonable requests.
- You have a right to request and receive an explanation as to the relationship, if any, of this hospital and your doctor to any other health care facility or educational institution, insofar as any such relationship relates to your care.
- You have a right to request and receive information about financial assistance and free health care.
- You have a right to obtain a copy of any rules or regulations of this hospital which may apply to your conduct as a patient.
- You have a right upon request to inspect your medical records, request an amendment to, or receive an accounting of disclosures regarding personal health information, and for a reasonable fee, receive a copy of your record.
- You have a right to receive a copy of your medical record free if you show that your request is to support a claim or appeal under any provisions of the Social Security Act in any federal or state financial needs-based benefit program.
- You have a right to refuse to be observed, examined or treated by students or any other staff without jeopardizing your access to care.
- You have a right to refuse to participate as a research subject.
- You have a right to personal dignity, and to the extent reasonably possible, to privacy during medical treatment and other care.
- You have the right to have your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected.
- You have the right to request pastoral and other spiritual services.
- You have the right to pain management.
- You have a right to prompt life-saving treatment without discrimination due to economic status or source of payment.
- You have the right, if you are a female rape victim of childbearing age, to receive medically and factually written information prepared by the commissioner of public health about emergency contraception; to be promptly offered emergency contraception; and to be provided with emergency contraception upon request.
- You have a right, if refused treatment for economic status or lack of a source of payment, to prompt and safe transfer to a facility that agrees to provide treatment.
- You have a right to informed consent to the extent provided by law.
- You have a right, if suffering from any form of breast cancer, to complete information on all alternative treatments that are medically viable.
- You have a right, if you are a maternity patient, to receive information about the hospital's rate of cesarean sections and related statistics.
- You have a right to request and receive an itemized explanation of your medical bill.
- You have the right to file a grievance with the hospital if you have concerns regarding your care and treatment. In addition, you have the right to file a grievance with either the Massachusetts Department of Public Health, Division of Health Care Quality (617-753-8000), 99 Chauncy Street, 2nd Floor, Boston, MA 02111; the Massachusetts Board of Registration in Medicine, 560 Harrison Avenue, Boston, MA 02118; or the Joint Commission on Accreditation of Healthcare Organizations, Office of Quality Monitoring, 1 Renaissance Boulevard, Oakbrook Terrace, IL 60181. 1-800-994-6610 or email complaint@jointcomission.org.

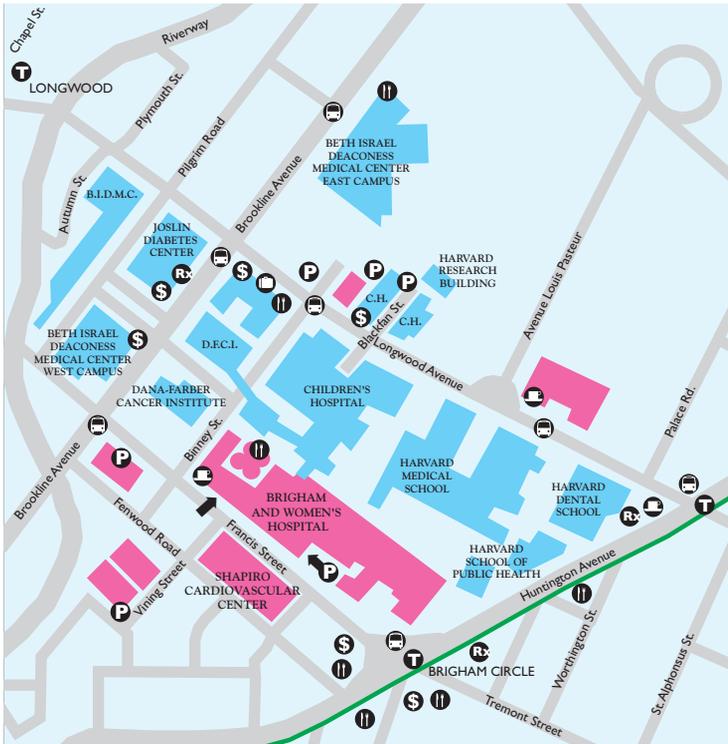
Your Responsibilities as a Patient

By taking an active role in your own health care, you can help your caregivers best meet your needs. That is why we ask you and your family to share with us certain responsibilities. They include:

- Letting us know your expectations about hospitalization and treatment;
- Asking questions and making sure you understand any instructions given to you so that you can safely care for yourself when you leave the hospital or doctor's office;
- Being open and honest with us about your health history, including all medications you are taking and any legal or illegal addictive substances you use;
- Telling us about any situation at home or work that may affect your ability to care for yourself, so that we can direct you to resources that can help;
- Letting us know if you feel you cannot follow a plan of care that has been prescribed – or telling us when things do not seem to be going well – so that, together, we can develop the right plan of care for you;
- Appointing a health care proxy and completing an advance care directive, so that we can know what kind of care you wish to have should you become unable to tell us;
- Expressing concerns to your caregivers in a respectful manner. If you need additional assistance or are angry or upset about your care, a Brigham and Women's Hospital Patient and Family Relations or Ethics Committee representative can help you;
- Being honest with us about your financial needs so that we may connect you to resources that can help cover your medical expenses;
- Letting us know if you have objections to students or researchers participating in your care. As a teaching affiliate of Harvard Medical School, Brigham and Women's Hospital trains health care professionals from all disciplines, and your wishes always determine the extent to which they are involved in your care;
- Following Brigham and Women's Hospital rules and regulations;
- Being considerate of Brigham and Women's Hospital staff and property, as well as other patients and their privacy.



Directions and Public Transportation



Brigham and Women's Hospital is located at 75 Francis Street between Huntington and Brookline Avenues.

From the North: Head south on Route 93, then head west on Storrow Drive. Take the Fenway outbound 1-S exit (on the left). At lights, bear right onto Boylston Street. At third set of lights bear left onto Brookline Avenue. At fifth set of lights, turn left onto Francis Street.

From the West: Head east on the Massachusetts Turnpike. Take Route 128 South for approximately one mile. Take Route 9 East for six miles. Bear left onto Brookline Avenue (Brook House apartments will be on right). At third set of lights, turn right onto Francis Street. — Or —

Continue east on Massachusetts Turnpike. Take Huntington Avenue/Copley Square/Prudential Center exit. Take Huntington Avenue west for three miles, take right onto Francis Street at Brigham Circle.

From the South: Head north on Route 3 (Southeast Expressway), take the Mass Ave-

Roxbury exit. At the end of the ramp, cross Massachusetts Avenue onto Melnea Cass Boulevard. Take a left onto Tremont Street. Take first right onto Ruggles Street. Turn left onto Huntington Avenue at intersection of Ruggles Street and Huntington Avenue. At second set of lights (Brigham Circle), turn right onto Francis Street.

For more on parking – including hours of operation and fees, visit brighamandwomens.org/parking.

Public Transportation

Brigham and Women's Hospital is located at 75 Francis Street, between Huntington and Brookline Avenues, within the Longwood Medical and Academic Area and easily accessible through public transportation.

For directions and public transportation schedules, go to brighamandwomens.org/gettinghere

Telephone Numbers – At-a-Glance

	<u>Outside the hospital</u>	<u>In-hospital</u>
Main Number	(617) 732-5500	ext. 2-5500
Patient Condition Information	(617) 732-5500	ext. 2-5500
Emergency Department	(617) 732-5636	ext. 2-5636
Admitting Office	(617) 732-7450	ext. 2-7450
Blood Donation Program	(617) 732-6620	ext. 2-6620
Bretholtz Center	(617) 732-6636	ext. 2-6636
Care Coordination	(617) 732-6469	ext. 2-6469
	(617) 732-6462	ext. 2-6462
Chaplaincy Office	(617) 732-7480	ext. 2-7480
Confirming Arrival and Surgery Times	(617) 732-7324	ext. 2-7324
Ethics Consultation Service	(617) 732-8590	ext. 2-8590
Family Liaison Service	(617) 732-7440	ext. 2-7440
Floral Counter	(617) 732-7878	ext. 2-7878
Food Service	(617) 732-7120	ext. 2-7120
Interpreter Services	(617) 732-6639	ext. 2-6639
Kessler Library	(617) 732-8103	ext. 2-8103
Notary Public	(617) 732-6636	ext. 2-6636
Outpatient Pharmacy	(617) 732-6922	ext. 2-6922
Parking Office	(617) 732-5877	ext. 2-5877
Patient and Family Relations	(617) 732-6636	ext. 2-6636
Pre-admissions Questions		
About Insurance	(617) 732-4087	ext. 2-4087
Other	(617) 732-7484	ext. 2-7484
Security	(617) 732-6565	ext. 2-6565
Shapiro Family Center	(857) 307-1251	ext. 7-1251
Shop on the Pike	(617) 732-7445	ext. 2-7445
TTY Machines	(617) 732-6458	ext. 2-6458
Weiner Center for Preoperative Evaluation	(617) 732-7484	ext. 2-7484



MARY HORGAN CONNORS CENTER FOR WOMEN'S HEALTH

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(617) 732-5500
www.brighamandwomens.org



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